Infiltration by Nepali citizens

†3640. SHRI HARISH RAWAT: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the incidents of infiltration by Nepali citizens in the States bordering Nepal including Uttaranchal have increased due to the disturbance in Nepal;

(b) whether he is aware of the efforts being made by the Maoists for setting up bases at some places of these States; and

(c) if so, the details of the steps being taken for strengthening of posts, expansion of intelligence network and making the police force more capable in these States?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI S. REGUPATHY): (a) to (c) According to reports available with Government there has been an increase in the number of Nepalese coming into India after imposition of emergency in Nepal. However, most of these persons have returned to Nepal. Although Government have no reports of setting up bases by Nepalese Maoists, vigilance and patrolling on the Indo-Nepal border has been stepped up. Sashastra Seema Bal (SSB) has been deployed as the border guarding force on this border. The States having border with Nepal are also being provided assistance under Modernisation of Police Force (MPF) Scheme for augmenting their policing infrastructure.

Handling of passengers by CISF personnel

3641. SHRI S.M. LALJAN BASHA: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that frequently violence breaks out at airports between passengers and CISF over petty issues;

(b) what are the details of the recent incident at Indira Gandhi International Airport between an NRI and CISF personnel which was widely reported in the media;

(c) to what extent are CISF personnel unable to handle passengers with sensitivity and respect;

†Original notice of the question was received in Hindi.

(d) whether it is a fact that CISF personnel are not given training for treating passengers and the general public; and

(e) the steps proposed to extend compulsory sensitivity training to all CISF personnel posted at airports for dealing with the public?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI SHRIPRAKASH JAISWAL): (a) to (e) Due to ignorance of security instructions, some old passengers had been resisting the implementation of security procedure by the CISF, leading to some unpleasant incidents. However, the CISF personnel have been able to persuade and convince them about the implementation of security instructions in public interest.

On 4th April 2005 at about 2230 hrs., one passengers was stopped at gate No. 4 of Departure Terminal at IGI Airport by the CISF personnel as he did not have a valid ticket to travel that night on Air Canada flight. His ticket was for 23rd February, 2005 and he insisted to take the Air Canada flight leaving the same night (4th Feb.'05) in few hours time. When he was stopped at the gate, he got into an altercation with CISF personnel stating that his wife had got his seat confirmed through e-mail. He was advised to get the necessary endorsement from the nearby Air Canada counter on the city side of the terminal building as per the usual practice. However, he insisted for entering into the airport and hit one staff of the Airport Authority of India, who was on duty at Gate No. 3 and had come to pacify the passenger. The passenger was then taken to the CISF Control Room, where he became aggressive and abusive. As a reaction and in order to restrain him, force was used by CISF personnel due to which the passenger got injuries.

This particular incident was an aberration. Otherwise, the feed back received from passengers during Passengers Feed Back Scheme 2004-05 conducted by the CISR, 95% passengers described the behavious and manners of CISF security staff as cordial and courteous.

Before their deployment, CISF personnel are given training in courtesy and behaviour, regular in-house training, special training on courtesy organised by National Institute of Aviation Management and Research, New Delhi. Similar training is imparted by Indian Airlines Training Centre, CTE, Hyderabad Supervisory officers also give regular briefing and de-briefing to personnel on duty. Detailed instructions including DOs and DON'Ts on courtesy and behaviour have been circulated amongst CISF personnel.